

STATE OF IOWA
DEPARTMENT OF COMMERCE
UTILITIES BOARD

IN RE: CRYSTAL COMMUNICATIONS, INC., d/b/a HICKORYTECH	DOCKET NO. TF-03-501 (TCU-00-53)
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ORDER APPROVING CHANGES TO EXCHANGE BOUNDARY MAPS

(Issued December 15, 2003)

On November 10, 2003, Crystal Communications, Inc., d/b/a HickoryTech (HickoryTech), filed with the Utilities Board (Board) a request to change its exchange boundary map for the Waukee and Des Moines, Iowa, exchanges. The filing has been identified as Docket No. TF-03-501.

HickoryTech's request proposes to re-align its exchange boundaries for the Waukee and Des Moines exchanges with the Waukee and Des Moines exchange boundaries currently represented by the service area maps of Qwest Corporation (Qwest). HickoryTech states that the existing exchange boundaries for the Waukee and Des Moines exchanges create extended area service (EAS) and local number portability (LNP) problems for certain customers with a Waukee prefix. HickoryTech further states that the proposed change will help to resolve these problems.

The Board will approve the proposed changes to the Waukee and Des Moines, Iowa, exchange boundaries submitted by HickoryTech pursuant to Iowa Code § 476.29(8). The Board finds that the change is reasonable since the boundary revision is initiated to alleviate certain customer service problems in these exchanges. HickoryTech's request merely changes the boundaries of current

exchanges covered by HickoryTech's certificate. Therefore, an amended certificate is not needed.

Also on November 10, 2003, HickoryTech filed proposed exchange boundary maps with the modified exchange boundaries for the Waukee and Des Moines, Iowa, exchanges. The Board has reviewed the modified exchange boundary maps for these exchanges and finds that they comply with the map specification requirements of 199 IAC 22.20(3).

IT IS THEREFORE ORDERED:

1. The request of Crystal Communications, Inc., d/b/a HickoryTech, filed on November 10, 2003, to change the exchange boundary maps for the Waukee and Des Moines, Iowa, exchanges is granted.
2. The revised maps for the Waukee and Des Moines, Iowa, exchanges, filed on November 10, 2003, are approved
3. The proposed changes, identified as Docket No. TF-03-501, are approved effective on December 8, 2003, as requested.

UTILITIES BOARD

/s/ Diane Munns

/s/ Mark O. Lambert

ATTEST:

/s/ Judi K. Cooper
Executive Secretary

/s/ Elliott Smith

Dated at Des Moines, Iowa, this 15th day of December, 2003.